VU University Amsterdam

University Centre IT

User Manual
Wireless VU- Campusnet and Eduroam Windows 7

August 2011 version 0.1

VU University *Amsterdam*

This document describes how to make a wireless connection between a notebook with Windows 7 and the VU-Campusnet or the eduroam wireless network of the VU University Amsterdam.

VU-Campusnet
The VU-Campusnet is intended for use by all students and employees of the VU University Amsterdam and can be used by all persons in possession of a VU-net-id username and password combination. The network is available on the campus area. Devices that only support WPA/TKIP and not the newer WPA2/AES should use this network as eduroam only supports WPA2/AES.

eduroam
The eduroam network is a network available at numerous educational institutes around Europe and other parts of the world. Persons with a VU-net-id will be able to use the eduroam network of other institutes, connected to the eduroam network, and guests from other institutes are able to use the eduroam network at the VU University Amsterdam. More information about eduroam can be found on this website: **http://www.eduroam.org**

1. Requirements

The following requirements should be met in order to establishing a wireless connection with the VU-Campusnet or eduroam:

- A wireless network card with support for IEEE 802.11b/g and support of WPA2 / AES.
  (WPA / TKIP may also be used, but only in combination with the VU-Campusnet network)
  SecureW2-client software.
  This software can be downloaded from:
  http://www.vu.nl/nl/images/vu_wireless_securew2_tcm9-224002.exe

  If your network card does not support WPA2 use the VU-Campusnet WPA only version:
  http://www.vu.nl/nl/images/vu-campusnet_wpa_securew2_tcm9-224008.exe

- Windows 7 with all updates installed.
- Windows Administrator Account.
  (with permission to change the Windows configuration)
- Your personal VU-net-id.
- Be in range of the wireless network.

2. Automatic Installation

2.1. Step 2 (home or VU): Download and install latest pre-configured SecureW2 installer

Please note that this version works in most cases. If not, we advise you to contact the UC-IT Service desk (Chapter 4) or to try a manual installation (Chaper 3)

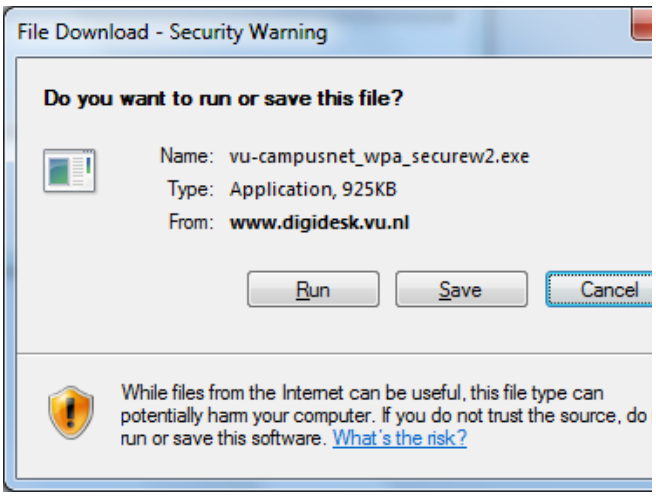
- Go to the following website to download the latest VU Wireless SecureW2 installer.

http://www.vu.nl/nl/images/vu_wireless_securew2_tcm9-224002.exe

If your computer does not support **WPA2** *but only* **WPA** *download the* **VU-Campusnet WPA SecureW2** *installer (***you won't be able to use the eduroam network***):*

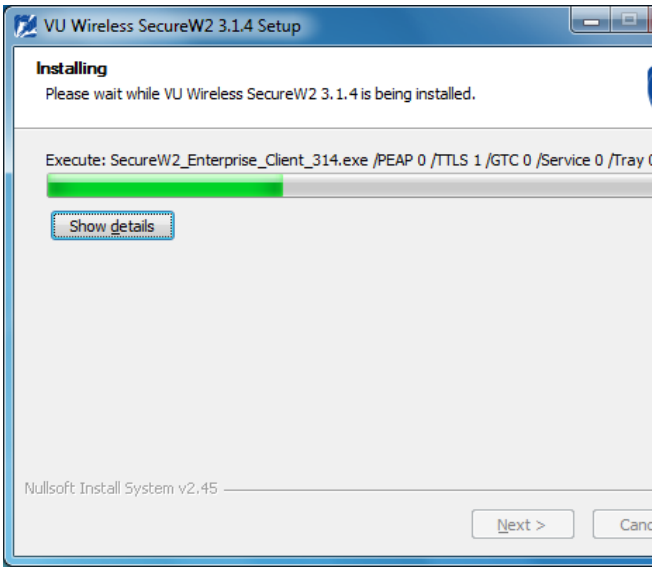
http://www.vu.nl/nl/images/vu-campusnet_wpa_securew2_tcm9-224008.exe

- Execute the downloaded installer from the location where you downloaded it to.
- The installer might ask you if you want to trust the SecureW2 installer.
- Select **Run**

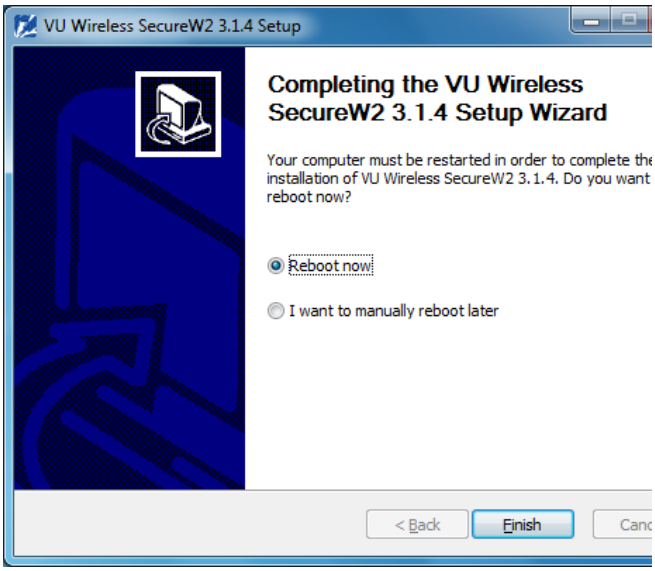

File Download - Security Warning
Do you want to run or save this file?
Name: vu-campusnet_wpa_securew2.exe
Type: Application, 925KB
From: www.digidesk.vu.nl
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do run or save this software. What's the risk?

- Windows will ask you for rights.
- Answer **Yes** to the question *"Do you want to allow the following program from an unknown publishes to make changes to tis computer?"*

- The installation might take some time.
  Please wait a moment and let the installer finish.


VU Wireless SecureW2 3.1.4 Setup
Installing
Please wait while VU Wireless SecureW2 3.1.4 is being installed.
Execute: SecureW2_Enterprise_Client_314.exe /PEAP 0 /TTLS 1 /GTC 0 /Service 0 /Tray
Show details
Nullsoft Install System v2.45
Next >
Canc

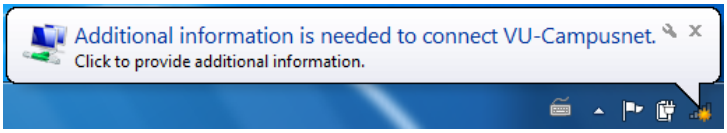
- After the installation is finished, **reboot** your computer.
- Click on **Finish**


VU Wireless SecureW2 3.1.4 Setup
Completing the VU Wireless SecureW2 3.1.4 Setup Wizard
Your computer must be restarted in order to complete the installation of VU Wireless SecureW2 3.1.4. Do you want reboot now?
Reboot now
I want to manually reboot later
< Back
Finish
Canc

2.2. Step 3 (VU only): Connecting to the VU-Campusnet or eduroam

You should be able to connect to the VU-Campusnet or eduroam wireless network after a reboot. The default preferred network is VU-Campusnet. If you wish to connect to the eduroam network you will have to change the order of the networks and put the eduroam network in top of the list with the help of the *move up* button. Make sure you are in range of the network, the wireless switch on your notebook is switched on and the wireless network is enabled in windows.

- Wait a few moments and a pop-up will appear in the right bottom corner of your screen.



- Click on the balloon pop-up.

- SecureW2 will ask you for your credentials.
- Enter your VU-net-id information.

  Username: **<VU-net-id>**
  Password: **<VU-net-id password>**
  Domain: **vu.nl**

- Mark the box **Save user Credentials** if you want the computer to remember your information. If you are not using your own laptop it's better not to mark this box.

- Click on **OK**

When you make your first connection it may ask for your credentials again. Wait a bit and don't click on the balloon pop-up, only when it really takes a long time.

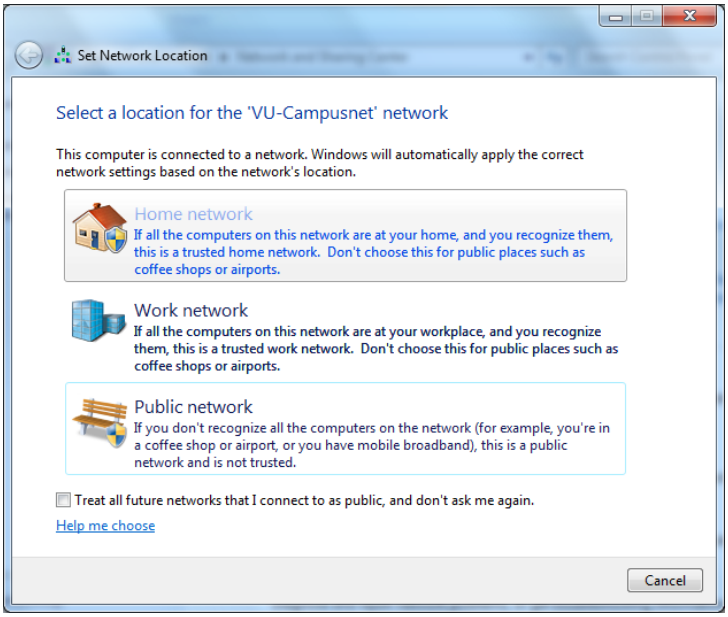
Do not enter *student.vu.nl* behind *Domain* but use **vu.nl**.
Your VU-net-id consists of 3 letters and 3 digits.

- After you entered your VU-net-id wait a minute and allow the computer to connect to the wireless network.

If a connection to the VU-Campusnet or eduroam is not automatically established, click the icon representing the status of the wireless network in the lower right corner of your taskbar and manually connect to the VU-Campusnet or eduroam network.

- Windows may ask you what network location you want to use this network for.

- Select **Work**


Set Network Location
Select a location for the 'VU-Campusnet' network
This computer is connected to a network. Windows will automatically apply the correct network settings based on the network's location.
Home network
If all the computers on this network are at your home, and you recognize them, this is a trusted home network. Don't choose this for public places such as coffee shops or airports.
Work network
If all the computers on this network are at your workplace, and you recognize them, this is a trusted work network. Don't choose this for public places such as coffee shops or airports.
Public network
If you don't recognize all the computers on the network (for example, you're in a coffee shop or airport, or you have mobile broadband), this is a public network and is not trusted.
Treat all future networks that I connect to as public, and don't ask me again.
Help me choose
Cancel

- Windows will ask you for permission.
- Click on **Continue**
- Click on **Close**

If it is not working, something might be wrong with your general Network Settings. Follow the manual installation (Chapter 3) or contact the UC-IT Servicedesk for further support (See Chapter 4 for contact information).

3. Manual Configuration

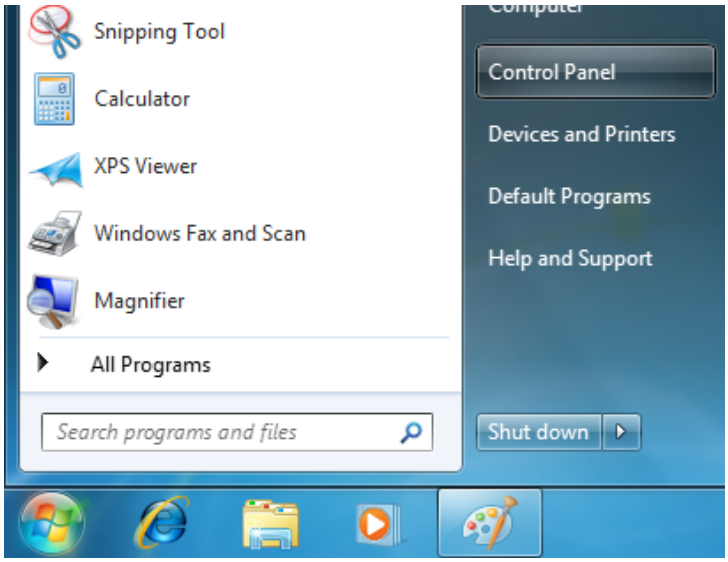
This part of the user manual describes how to manually connect to the VU-Campusnet or eduroam wireless network. Follow the steps below if you failed to set up a wireless connection.
If you already use SecureW2 to connect to wireless networks other than VU-Campusnet or eduroam, skip to Chapter 3.3 to manually set up a wireless network connection.

3.1. Step 1 (home or VU): Remove (any) previous version(s) of SecureW2

To make sure that previous SecureW2 settings are not interfering with a fresh installation, it is important to make sure that any previous versions of SecureW2 is removed before installing it again.

- Click on *start* in the lower left corner and go to *Control Panel*.

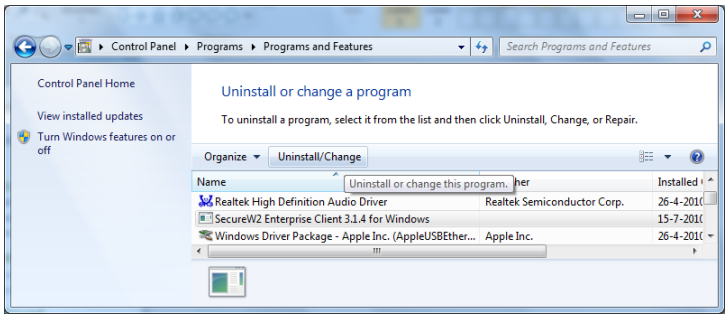
If you use the classic menu go to "Settings" and then to "Control Panel".



- Click under the option "Programs" on "Uninstall a program".

If you use the classic view go to "Programs and Features".

- Search in the list of installed software for the SecureW2 entry or entries, like "SecureW2 EAP Suite".
  If you cannot find this entry you probably do not have SecureW2 installed and you can continue with step 2 (Chapter 2.1).
- Select the “SecureW2” entry from the list and click on **Uninstall/Change** to remove the program from your computer.
  We will install the new version later.


Control Panel ▸ Programs ▸ Programs and Features
Search Programs and Features
Control Panel Home
View installed updates
Turn Windows features on or off
Uninstall or change a program
To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.
Organize
Uninstall/Change
Uninstall or change this program.
Name
Realtek High Definition Audio Driver
Realtek Semiconductor Corp.
SecureW2 Enterprise Client 3.1.4 for Windows
Windows Driver Package - Apple Inc. (AppleUSBEther...
Apple Inc.

- Windows may ask you if you want to keep the SecureW2 configuration
- Click on **No**

- Windows may ask you for permission to uninstall the application.
- Click on **Continue**

- You may get a warning stating you need to reboot your computer.
- Click on **Yes**

If you do not get this message you still need to reboot before you proceed with step 2 (Chapter 3.2).

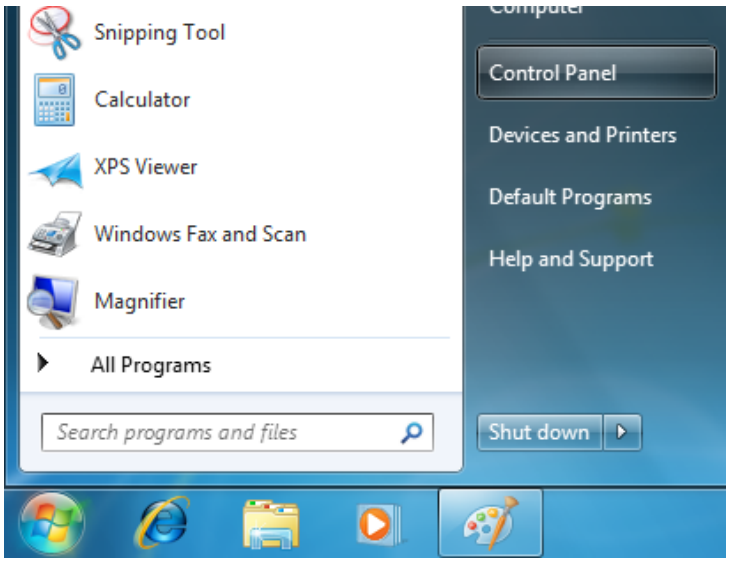
3.2. Step 2 (home or VU): Download and install the latest version of SecureW2

Download the latest version of SecureW2 (see Chapter 1. Requirements) and follow the on-screen instructions. See Chapter 2.1 for a detailed description.

3.3. Step 3 (VU Only) Set up a new wireless connection (manually).

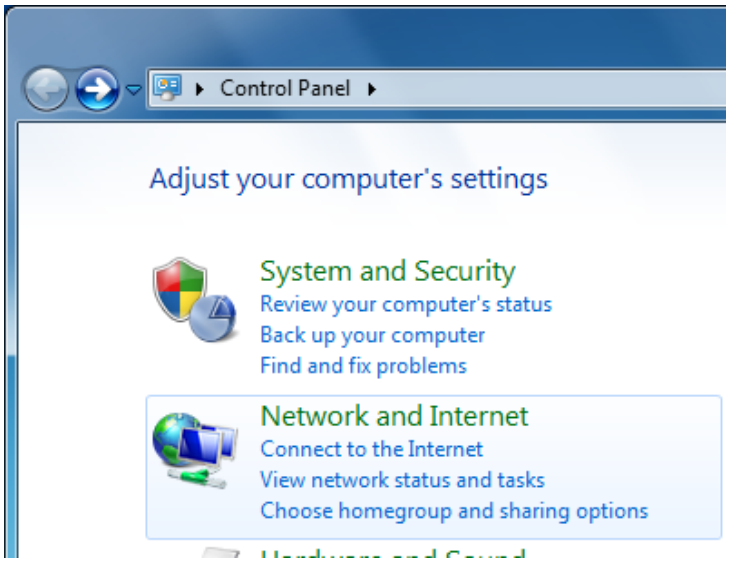
3.3.1. Windows Configuration

- Click on the Windows button in the lower left corner and go to *Control Panel*.

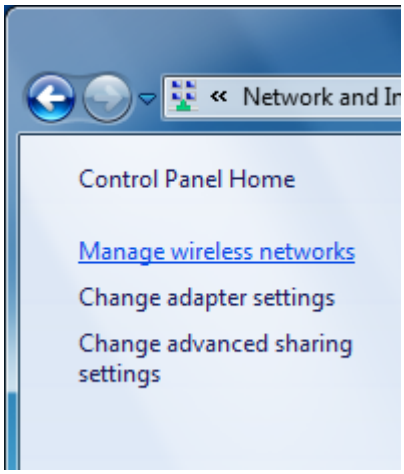


- Click under the option *Network and Internet* on *View network status and tasks.*

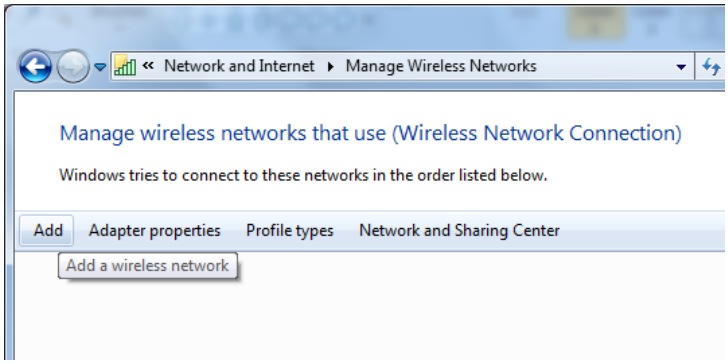
When in Classic View select "Network and Sharing Center".



- In the list on the left select *Manage wireless networks*.



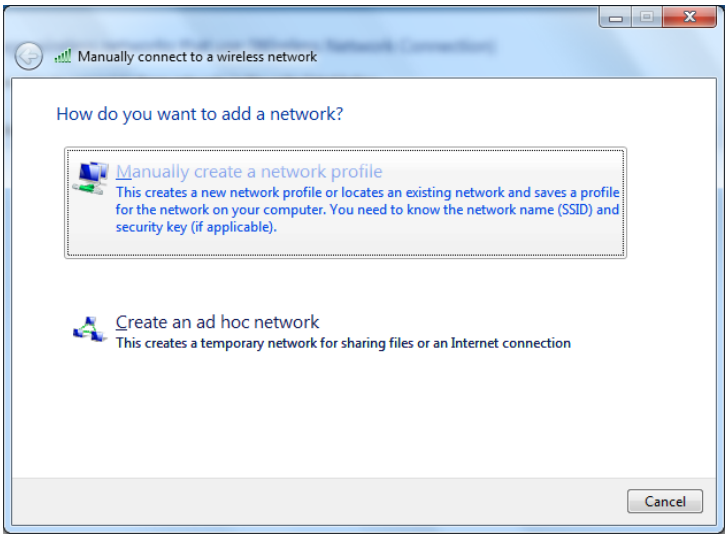
In the *Manage Wireless Networks* window a list is shown with the installed wireless connections.


Network and Internet
Manage Wireless Networks
Manage wireless networks that use (Wireless Network Connection)
Windows tries to connect to these networks in the order listed below.
Add
Adapter properties
Profile types
Network and Sharing Center
Add a wireless network

- If you do not have a *VU-Campusnet* and/or *eduroam* wireless network in this list then add it by clicking on the **Add** button in the upper left corner.

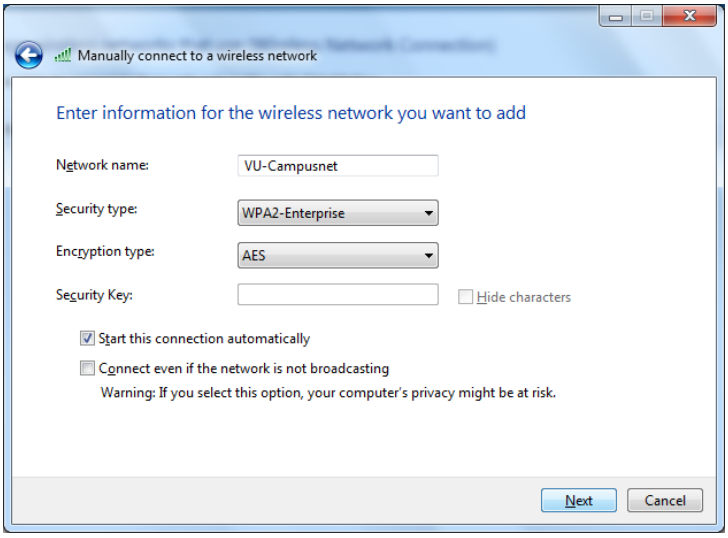
- If you do have a *VU-Campusnet* and/or *eduroam* wireless network in this list, select these networks one by one and click on the **Remove** button to remove them. Click on the **Add** button again to add a new instance.

- Click on **Manually create a network profile**


Manually connect to a wireless network
How do you want to add a network?
Manually create a network profile
This creates a new network profile or locates an existing network and saves a profile for the network on your computer. You need to know the network name (SSID) and security key (if applicable).
Create an ad hoc network
This creates a temporary network for sharing files or an Internet connection
Cancel

- Enter the following information
  Network name: **VU-Campusnet** or **eduroam**
  Security type: **WPA2-Enterprise**
  Encryption type: **AES**

  Mark **on**: *Start this connection automatically*
  Mark **off**: *Connect even if the network is not broadcasting*

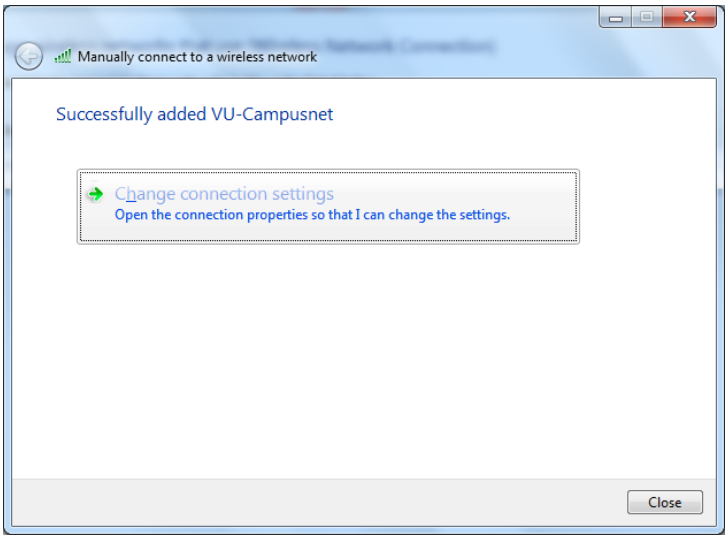

Manually connect to a wireless network
Enter information for the wireless network you want to add
Network name: VU-Campusnet
Security type: WPA2-Enterprise
Encryption type: AES
Security Key:
Hide characters
Start this connection automatically
Connect even if the network is not broadcasting
Warning: If you select this option, your computer's privacy might be at risk.
Next
Cancel

- If your network card only supports WPA you will not be able to connect to the *eduroam* network, use the *VU-Campusnet* and enter the following:
- Security type: **WPA-Enterprise**
- Encryption type: **TKIP**

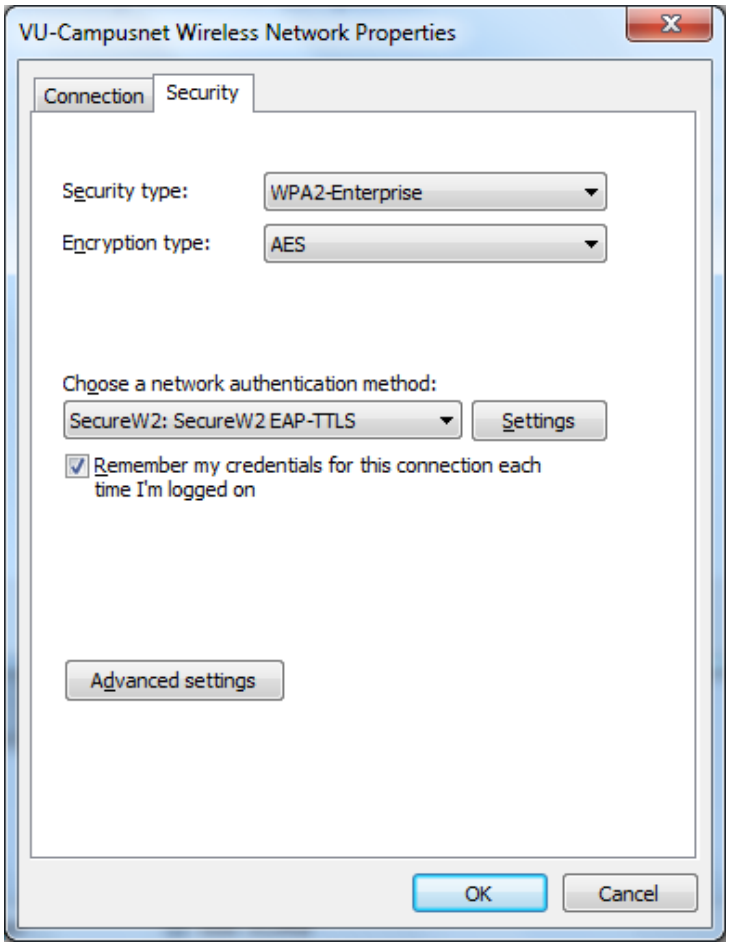
- Click on **Next**

Warning: Do not use WPA-PSK or WPA2-PSK these settings will not work.

- Click on **Change connection settings**


Manually connect to a wireless network
Successfully added VU-Campusnet
Change connection settings
Open the connection properties so that I can change the settings.
Close

- Go to the tab *Security* and change the *Choose a network authentication method*: to **SecureW2: SecureW2 EAP-TTLS**
- Click on **Settings**

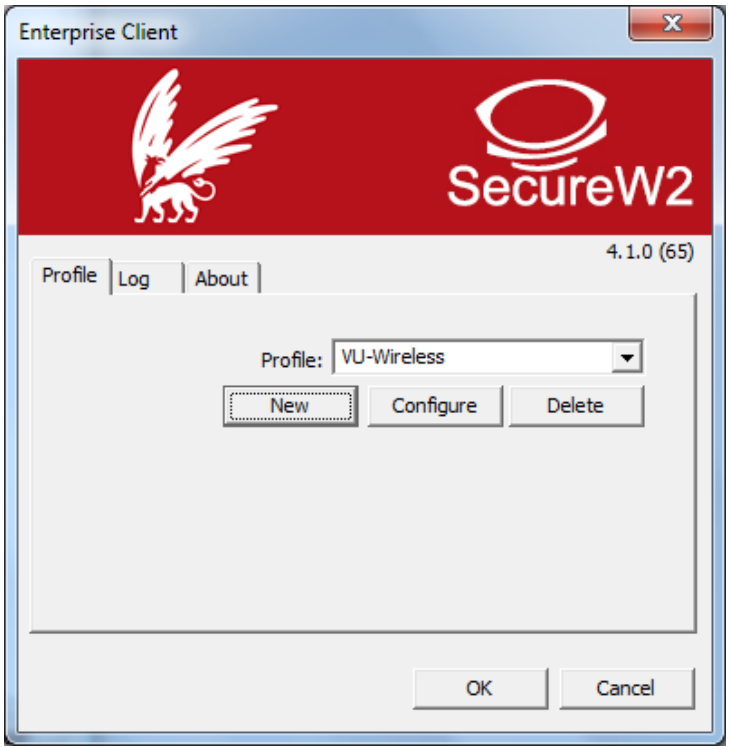


- Windows will show a warning message asking you to give permission to continue.
- Click on **Continue**

3.3.2. SecureW2 Configuration

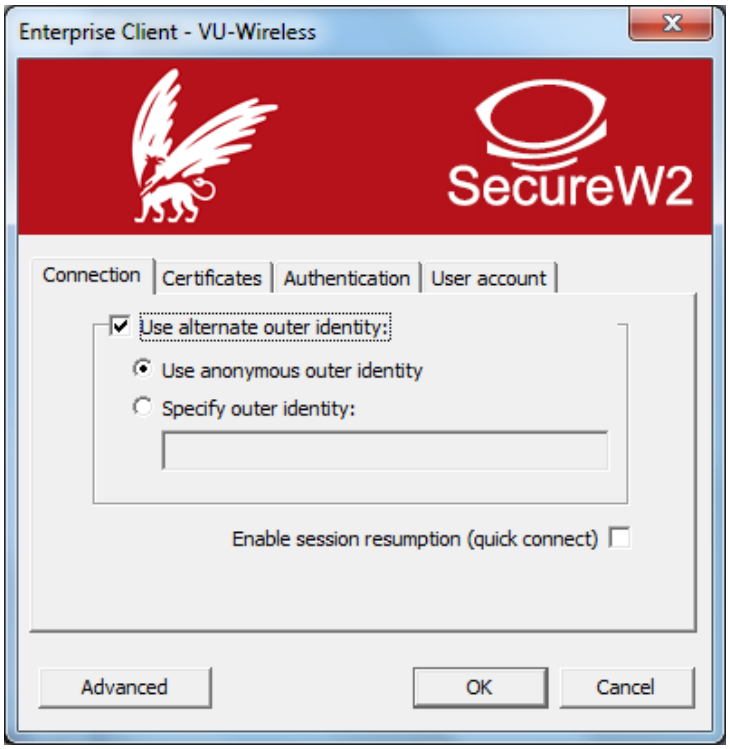
SecureW2 Profile

- If it says *VU-wireless* in the profile field click on **Configure**.
- If not click on **New** and enter the profile name **VU-Wireless**.



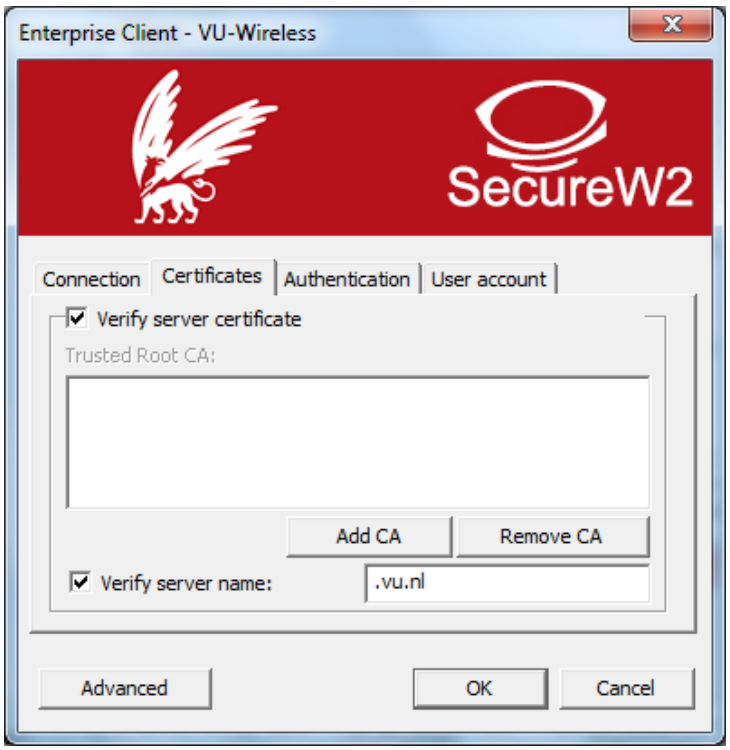
Connection tab

- Make sure *Use alternate outer identity* is **marked on** and *Use anonymous outer identity* is selected.
- **Un-Mark** *Enable session resumption (quick connect)*



Certificates tab

- **Mark on** *Verify server certificate*
- Mark *Verify server name* and enter **.vu.nl** for the domain.
- Click on **Add CA**



- Select **AddTrust External CA Root**. from the list.
- Click on **Add CA**

Authentication tab

- *Select authentication method*: **PAP**

User account tab

- Mark the box *Prompt user for credentials* if you do not want the computer to remember your information. If you are not using your own laptop it's better to mark this box.
- If you did not mark the *Prompt user for credentials* box, enter your VU-net-id information.
  Username: **<VU-net-id>**
  Password: **<VU-net-id password>**
  Domain: **vu.nl**
- Do **not** mark *Use this account to logon computer*
- Click on **Advanced**

Your VU-net-id consists of 3 letters and 3 digits.

SecureW2 Advanced

- Make sure all boxes are not checked, except the **Allow users to setup new connections** option.
- Click on **OK, OK, OK, OK** and on **OK** again.
- You should be back at your windows desktop now.

You should be able to connect to the VU-Campusnet or eduroam wireless network now. Make sure that you are in range of the network, the wireless switch on your notebook is switched on and the wireless network is enabled in windows.
If you did not enter your VU-net-id but marked the option *Prompt user for credentials* go to Chapter 2.2 (step 3) of this user manual and follow the instructions to make a connection.

4. Assistance UC-IT Service desk

If you did not manage to get the wireless working then please contact the UC-IT Service desk.
Located at the central service desk in the **main building 0A.11**

Hours of operation: Monday to Friday: **9:00** am - **5:00** pm
E-mail: **ucit-servicedesk@vu.nl**
Phone**: 020 59 80000**